

Colorado Department of Revenue Division of Motor Vehicles

Update for the Transportation Legislation Review Committee

October 5, 2021



COLORADO
Department of Revenue
Division of Motor Vehicles

AGENDA



- DMV Overview
- DOR WIGS / DMV Leading Measures
- COVID-19 Response
- DMV Initiatives
- Legislation Update
- License Plate Update
- Looking Ahead
- Q & A

DMV OVERVIEW



COLORADO
Department of Revenue
Division of Motor Vehicles

Executive Director's Office

Executive Director – Mark Ferrandino
171.3 FTE
\$74,688,095

Specialized Business Group

Director – Cory Amend
208.5 FTE
\$51,183,970

Division of Lottery

Director – Tom Seaver
102.1 FTE
\$113,335,204

Marijuana Enforcement Division

Director – Dominique Mendiola
148.6 FTE
\$17,407,275

Division of Motor Vehicles

Director – Mike Dixon
543.3 FTE
\$64,447,263

Division of Taxation

Director – Brendon Reese
423.4 FTE
\$102,972,830

DMV OVERVIEW

DMV Administration

Provides administrative oversight and strategic direction.

Staffing: 8.9 FTE

Appropriation: 543.3 FTE / \$64,447,263 (\$57.5M Cash Fund, \$6.9M General Fund, \$0.2M Re-appropriated Fund)

37 State Operated Drivers License Offices and ID card support to the Colorado Department of Corrections' Denver Reception and Diagnostic Center and Colorado Territorial Correctional Facility.

Driver License

Issues driver licenses, identification cards, and instruction permits

Staffing:
384.2 FTE

Driver Control

Maintains driving records of all individuals with a Colorado driver license

Staffing:
136.4 FTE

Vehicle Services

Provides operational support to county motor vehicle offices

Licensing and auditing of vehicle emission-testing facilities & individual inspectors

Staffing:
76.1 FTE

Investigations Unit

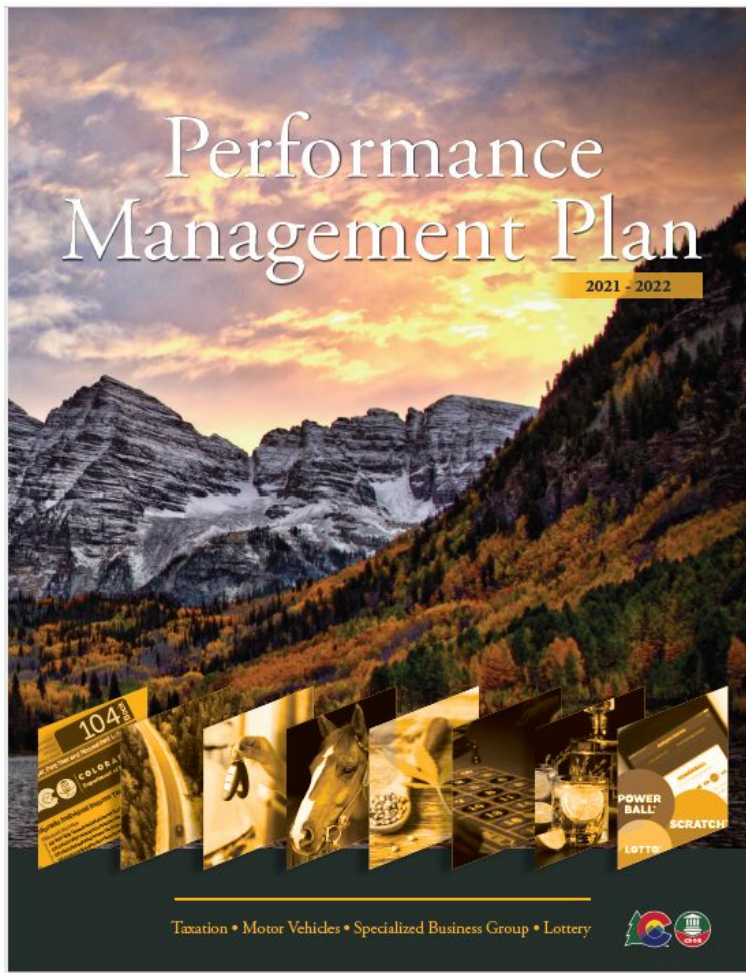
Investigates all activities related to DMV core functions to detect & prevent fraud

Staffing:
10 FTE

Training Team

Provides centralized training and customer support for all sections of the DMV and Colorado counties

Staffing:
10 FTE



Vision

Empowering, Enhancing, and Enriching life in Colorado.

Mission

To become a Trusted Partner to every Coloradan to help them navigate the complexities of government so they can thrive.

New!

DMV Vision

Our vision is to provide Coloradans a 21st Century customer service experience

DMV Mission

Our mission is to provide motor vehicle, driver and identity services that promote public safety, trust and confidence

COLORADO DMV AWARDS



2020

- Public Affairs and Consumer Education (PACE) Award for Print or Electronic Newsletter, Internal or External - DMViews
- PACE Award for Photography - DMViews
- NASCIO State IT Recognition Award - myColorado™
- StateScoop 50 Awards State IT Innovation of the Year for the Colorado Digital ID
- AAMVA/Donate Life American Lifesaver Award for Region IV - DMV Manager Christina Salas
- AAMVA International Driver Examiner Certification board Examiner of the Year for Region IV - DMV Employee Jonathan Jacobs

2021

- AAMVA Award for publication for the Colorado Driver Handbook.
- AAMVA Award for Photography for DMV Lends Helping Hand at Project Homeless Connect
- **AAMVA Service Award for Customer Convenience for Improving the Customer Experience at the Colorado DMV**
- AAMVA Service Award for Contactless Colorado Digital ID™ Law Enforcement Acceptance

Achieved!

DMV Vision

Our vision is becoming a national leader in innovative, customer-focused, service.

COUNTY CLERK PARTNERSHIP



DRIVES
*County
Governance
Committee*
CRS 42-1-211

County Clerks are authorized agents of the
Department of Revenue

Drives County Governance Committee

Colorado County Clerks Association

Requirements Clarification & Implementation
Working Group

Financial Advisory Working Group

Voter Registration Working Group

Motor Vehicle Technical Committee

DMV County Trainers

**Motor Vehicle Titling and
Registration Services**

1,043 County employees

in

107 offices across Colorado

**Driver License and
Identification Services**

13 Counties

provide service in

17 offices

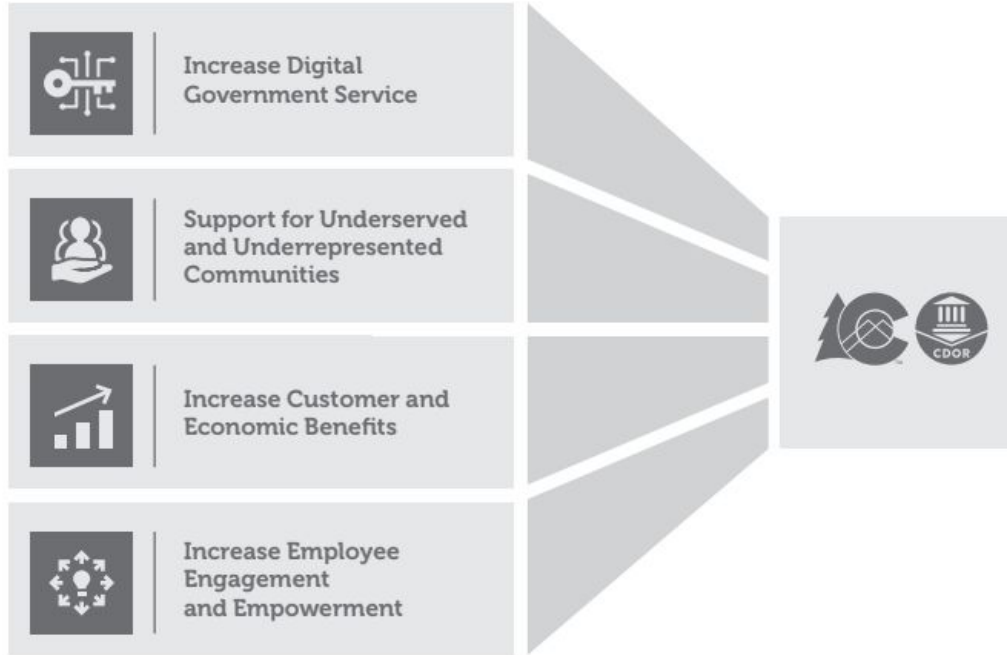
**** In FY 21 Arapahoe County closed 2 Offices to DL services
and El Paso closed 1 office to DL services**

DOR WILDLY IMPORTANT GOALS and DMV LEADING MEASURES

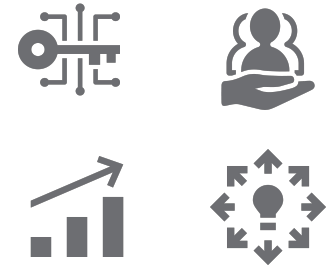


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Division of Motor Vehicles

DOR WILDLY IMPORTANT GOALS



DMV LEADING MEASURES



DMV LEADING MEASURES



- **Increase Digital Government Services**

- The DMV will increase usage of self service options (e.g. myDMV, Kiosks, myColorado App, etc.) from 40% to 45% by June 30, 2022.



- **Support for Underserved and Underrepresented Communities**

- The DMV will publish a plan to address meeting the needs of underserved and underrepresented Colorado residents obtaining services by the end of FY22. In addition, go from 26% to 75% of all informational online forms to Spanish by June 30, 2022 and leverage technology to implement other languages as feasible.

DMV LEADING MEASURES



- No Increase in DMV Fees
 - From July 1st, 2021 through June 30th, 2022, the DMV will not increase fees in order to help the people of Colorado negatively or adversely impacted by the COVID-19 pandemic, reducing residents' DMV expenses an estimated \$1.8 million by June 30th, 2022.



- The Department will work to increase the Pulse Survey Employee Engagement Index measure from 63.5% to 68.5% by June 30, 2022.
 - Values Based Organization
 - Leadership Training
 - Mid-level manager and employee communications

COVID-19 RESPONSE



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Division of Motor Vehicles

COVID-19 RESPONSE



- State Drivers License Offices have remained open for in-person services since the 6 week closure in 2020.
- Offices upgraded with glass barriers and markings for customer flow.
- Appointment Only while continuing to serve those who walk-up space available.
- Leveraged existing online / remote services and expanded.
- 30% of DMV is teleworking - all call centers.
- Third parties driving skills testing.

DMV INITIATIVES



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Division of Motor Vehicles

Increased Online Services to 45

myDMV

1. **Request a Vehicle History** - Allows a customer to request a vehicle history.
 2. **Upload and Pay Citations** - Upload and Pay Citations to upload and pay their citations online without delay.
 3. **Request a Hearing** - Allows customers to upload and submit a hearing request for a driver license sanction online.
 4. **Issue Permit Upon Hearing Request** - Provides customer with a temporary permit until a hearing when license has already been surrendered.
 5. **Submit Counter Report** - Allows a customer to upload and submit a non-investigated crash report to law enforcement.
- Plus - MIIDB Enhancement** - Live web service created to retrieve real time insurance status for vehicle registration eligibility.

Self Service Kiosks - MV Express

- State-managed contract since January
- 51 kiosks in 13 counties
- 50% increase in transactions FY 21
- 3 Additional Services added September 2021
 - Check a title status
 - Replace tabs
 - Request a duplicate registration card
- 10 more services identified for programming by June 30, 2022
- Increase number of kiosks state-wide



DMV2GO

Coming to a location near you in May 2022!



- Ongoing pilot verifying capability of mobile units - Rio Blanco County, Project Homeless Connect, Boulder DLO, and others.
- Partnering with Department of Corrections, County Jails, CDHS Mental Health Institute and Disability Services, Denver Rescue Mission, St. Francis Center, and others.
- Purchasing vehicles, additional equipment, and building program using funding from approved decision item.

DOR CALL CENTER UPGRADE

- DOR call centers transitioned to teleworking in March 2020
- Legacy technology not optimal for remote use and greater number of outages than in the office
- Decision item to upgrade technology and reduce expenses
- Phase 1: Transition from legacy system to Amazon Connect
- Phase 2: Add features to improve customer experience and management of operations
 - Call-back
 - Omni-Channel Chat Bot (24/7/365 Access)
 - Real Time Performance Management
 - Call Recording



NEW MARKETING CAMPAIGN

Prior online marketing campaigns were limited and regional.

New marketing campaign reaches the entire state and highlights DMV transformation.

Guy VROOM



"Dude, it works on my phone!"

Renew your
Driver's License
on your mobile
device today.

Save Time. Renew Online!
www.Colorado.gov/vroom



Skip the Trip!

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Department of Revenue

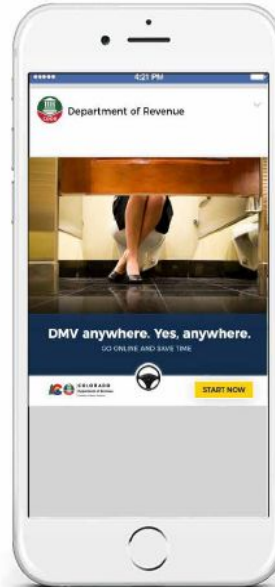
WAYS TO RENEW
HOWEVER YOU WANT TO SAVE TIME

1. ONLINE
DON'T WAIT THE
LINE OR THE
HOURS TO RE-
NEW
2. APPOINTMENT
SCHEDULE
ONLINE OR
CALL 800-800-
7673 ext. 4
3. OFFICE
IN PERSON
COURTESY
CLERK

SAVE TIME, VISIT US ONLINE

Next time #SkipTheTripCO with
myDMV.COLORADO.GOV

COLORADO DMV ONLINE SERVICES:
Driver license renewal
ID Card renewal
Registration renewal
Vehicle inspection
Get appointments
Transfer
Emergency roadside
assistance
Duplicate title
Registration fee
motorist
ready for ap-
pointment
online change a
vehicle's status
AND MUCH MORE!



ICONIC COLORADO - NEW CARD DESIGN

Current Design



January 2022 Design



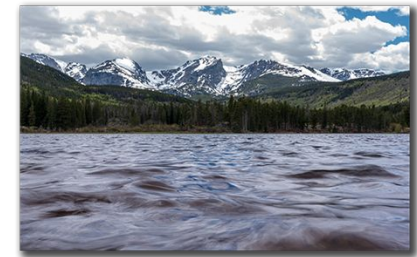
Winning Front Entry



Matt Nunez, a fifth-generation Coloradan, won for his photograph of Mount Sneffels



Winning Back Entry



Gabriel Dupon, a Colorado native, won for his photograph of Sprague Lake

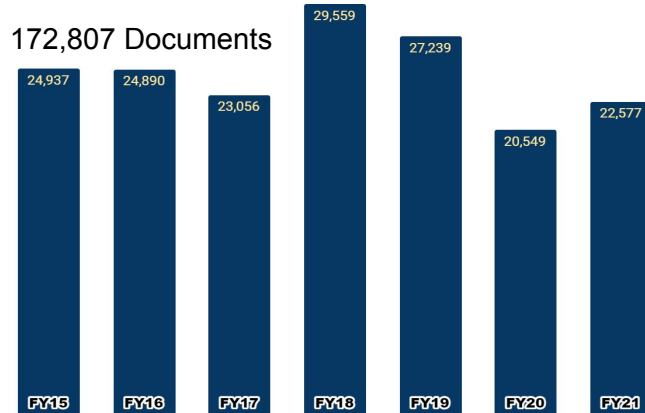
COLORADO ROAD & COMMUNITY SAFETY ACT

Title 42 authorizes issuance of a driver license, instruction permit or identification card to individuals who cannot demonstrate lawful presence in the U.S. or can only demonstrate temporary lawful presence.

Expanding to nearly all offices January 1, 2022

Not Lawfully Present

Total issued license, identification, permit



Offices (current)

Alamosa
Aurora
Colorado Springs
Durango
Fort Morgan
Glenwood Springs
Grand Junction
Lakewood (Westgate)
Lamar
Montrose
Pueblo

The online appointment system will be updated at the same time as rollout to increase appointment office options



Colorado Digital ID / myColorado

- Colorado Digital ID launched in October 2019 in partnership with OIT
- Key component in the State's official mobile app, **myColorado**
 - 270,000 current users
 - Colorado State Patrol and 16 local agencies now accept the Digital ID
- Recently Released Services
 - Fishing license
 - Vaccination Card
- Upcoming Releases
 - Specialized Business Group License import
 - DORA Licensing
 - ISO / AAMVA standards compliant mDL



LEGISLATION UPDATE



COLORADO
Department of Revenue
Division of Motor Vehicles

TLRC BILL UPDATE

SB21-069 License Plate Expiration on Change of Ownership

- Effective January 1, 2022, vehicle owners required to purchase new plates upon transfer of vehicle ownership (excluding horseless carriage and personalized plates).
- Vehicle owners may keep current standard configuration (e.g., ABC-123, ABC-D12) by applying for a personalized plate.
- A new special license plate offering with the “historical” Colorado design with white lettering on green mountains.
- License plates not currently offered by the DMV are not available for replacement after change of ownership.



“New” historical plate. Design was previously retired in 1999.

TLRC BILL UPDATE

SB20-011 - Commercial Vehicle VIN Verification Inspections

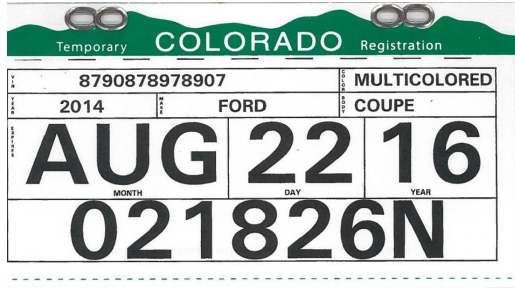
- Title 42 policy transitions 2017 pilot program for third-party commercial vehicle inspections to a permanent program in January 2021.
- Allows the Chief of the Colorado State Patrol to create a program authorizing a third party to verify commercial vehicle information, to include vehicle Identification Numbers (VIN)



HB20-1071 Driving Instructions for Foster Youth

- Creates foster children's driver education grant program in the Colorado Department of Human Services (CDHS)
- Added Title 42 policy to use existing Exceptions Processing program for foster kids with minimal identity documentation

3RD PARTY VEHICLE SERVICES



- **SB21-076 Fund Electronic Third Party Vehicle Transactions**
- Original policy from HB18-1299 which required a gift, grant, or donation
- Title 42 policy authorizes third party vendors to provide title and registration transactions to customers
- \$1.74 million appropriation provides staffing and programming to allow for third parties to perform motor vehicle title and registration services
- Widespread stakeholder and Colorado County Clerk support
- Expect implementation in phases beginning in mid-2022.

LICENSE PLATE UPDATE



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Division of Motor Vehicles

LICENSE PLATE UPDATE

Category	FY'20	FY'21	Change
Alumni	30,123	30,540	417
Military	159,168	161,154	1,986
Group Special	366,465	378,047	11,582
Designer	110,016	108,156	-1,860
Other	574,916	561,326	-13,590
Regular	4,768,589	4,925,085	156,496
Total	6,009,277	6,164,308	155,031

Category	FY'21	Upcoming
Alumni	13	
Military	20	1
Group Special	20	6
Designer	1	
Other	35	2
Regular	1	
Total	90	9

HB19-1255 - Mesa Verde National Park



Currently Registered

366

SB21-069 - "Historical" License Plate



SB19-205 - Honor Service of Women Veterans



Currently Registered

418

Current Regular (Green and White)



SPECIAL LICENSE PLATE BILL APPLICATION PROCESS

Start

Application for the proposal to create a GSLP are completed pursuant to the:

Modified process in 42-3-207, C.R.S.,
and;
1 CCR 204-10 Rule 16. Group Special License Plates

Keys to Success!

1. Meet requirements in Step 2
2. Non-profit meets legislative requirements
3. Requirements are clear and not too general
4. Name of non-profit in legislation not annotated in bill

Step 1

Non-profit organizations desiring to propose the creation of a GSLP are provided a packet detailing the process and requirements

Step 2

To ensure compliance with C.R.S. and rule, the Department requires the non-profit to provide the following:

1. Completed application
2. Affirm agreement to rules and regulation
3. Proof of non-profit tax exempt status
4. 3,000 signatures (both electronic and originals)
5. \$200.00 license plate design payment submitted to Colorado Correctional Industries
6. Funds descriptor letter detailing the non-profit's collection and use of a donation
7. Pre-certification process letter detailing the requirements that customers will have to meet in order to be authorized by the non-profit for issuance of the proposed GSLP
8. Organizations charter and/or articles of incorporation
9. Logo permissions

Step 3

If the non-profit meets the minimum statutory requirements within 2 years, the Department issues an approval notification information the non-profit that:

1. Their application for the proposal to create a GSLP, documents supplied, and petitions obtained have met the minimum statutory requirements;

and;

2. That the non-profit has the sole responsibility to obtain a legislator to sponsor a bill

At this point, a new 2-year time limit is established

LOOKING AHEAD



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Division of Motor Vehicles

LOOKING AHEAD



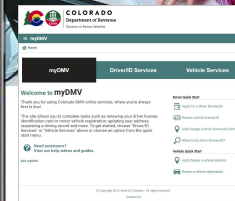
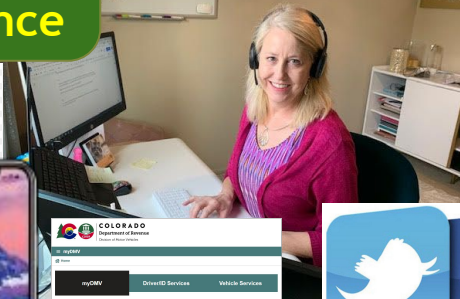
**DMV anywhere.
Yes, anywhere.**

Go online and save time



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DMV.COLORADO.GOV/SAVE-TIME

DMV Vision
Our vision is to provide Coloradans a
21st Century customer service experience



Any Questions?

Please Visit CDOR's Website:

<https://www.colorado.gov/revenue>

Contact:

Cooper Reveley, CDOR Legislative Liaison

cooper.reveley@state.co.us

Follow CDOR on Social Media

@CO_Revenue

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